

# 2006 Dual Response Membership Survey

Washington State Law Enforcement  
Officers' and Fire Fighters' Plan 2  
Retirement Board

March 29, 2006

# Survey Objectives

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- Test Survey Methodology
- Evaluate Benefit Familiarity
- Member Education

# Methodology - Format

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- Mailed directly to 15,997 members and retirees
- One-page insert in “Dual Response”
  - Pre-Addressed Return
- Pre-notification

# Methodology – Response Rate

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1,898 Total Respondents (3/10/06)

- 928 Law Enforcement (49%)
- 970 Fire Fighters (51%)

■ Total Response Rate of 11.7%

■ Statistical Reliability

- Confidence Level 99%
- Confidence Interval  $\pm 3\%$

# Familiarity

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- Average Familiarity = 3.07
  - Law Enforcement = 3.03
  - Fire Fighter = 3.10
  
- Positive Correlations
  - Age and Familiarity
  - Years of Service and Familiarity
  - Use of Retirement Materials and Familiarity

# Member Education

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- 21% responded “no” or “don’t know/unsure” regarding beneficiary information
- 63% have not visited the Board’s Web site
- 64% have not done a benefit estimate calculation
- 91% have not attended a seminar

# Other Comments

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- 5% included comments or notes
- Four Categories
  - Haven't, But Will
  - Thanks and Compliments
  - Benefit Suggestions
  - Questions, Problems, or Complaints

# Lessons Learned

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- Increased response rate using pre-notification and insert format
- Surveys damaged in return process
- Communication of survey purpose

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# Questions?